

Reindeer Playgroup Day Care of Children

Holy Cross Church Hall
Quality Street
Edinburgh
EH4 5BB

Telephone: 07906 518747

Type of inspection: Unannounced
Inspection completed on: 4 October 2016

Service provided by:
Committee Of Reindeer Playgroup

Service provider number:
SP2003003032

Care service number:
CS2003013217

About the service

As part of the inspection, we took account of the completed annual return and self-assessment forms that we asked the provider to complete and submit to us.

This service registered with the Care Inspectorate in April 2002. They are registered to provide a care service to a maximum of 24 children in the church hall of Holy Cross. The children may be between the ages of two and a half and entry into primary school. The building consists a main playroom, toilets, a kitchen and children can enjoy outdoor play in the garden which they were in the process of developing.

We carried out a themed inspection. This targeted approach means that we looked at identified aspects focusing on children's experiences in the themes we looked at. These were:

Care and Support.

Environment.

Staffing.

Management and Leadership.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it right for every child. They are: safe, healthy, achieving, nurtured, active, respected, responsible, and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

Information on SHANARRI can be found at: <http://www.scotland.gov.uk/Topics/People/Young-People/gettingitright>.

What people told us

Twenty children are on the register at Reindeer Playgroup. During the inspection we spoke to four children and four parents who attended the playgroup. We found that the children were happy whilst at the playgroup.

Five of the eight Care Standards questionnaires we asked the service to give to families were returned to us. All parents told us they were happy with the service.

Additional comments included:

"My child loves coming to playgroup and is greeted warmly each day. My child has very good relationships with the staff and they are engaging. The staff and committee regularly ask for ideas and feedback and take these on board."

"My child is always excited to go to Reindeers playgroup. He has a good relationship with all staff. The staff always strive to include a wide range of activities for the children which regularly change. They often encourage my child to try things he wouldn't usually do."

"I am happy with the childcare we receive and my children are very happy."

"Would benefit from more regular feedback on my child's development and experiences. Some form of written/formal record of this to be distributed to parents. At the moment I rely on snippets of information from staff at pick up time." We discussed this with the playleader after the inspection who told us she would take steps to address.

Self assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The Care Inspectorate received a fully completed self-assessment document from the provider. We were satisfied with the way the service provider had completed this and with the relevant information included for each heading that we grade services under.

The provider identified what they thought the service did well, some areas for development and any changes they had planned.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We saw that children were able to select from a range of play activities. They chose these independently and were supported well by staff. Staff were responsive to children's needs and asked them if they had what they needed for their play which helped children to feel included and respected.

A range of play resources was available to children throughout the session. We saw children enjoyed playing with small world toys, reading books, creating paintings, models and playing imaginative games. A small group of children enjoyed reading a story with a member of staff who chatted with them about the story. This good practice helped the child to feel nurtured, included and developed early literacy skills.

Children were encouraged to be aware of the feelings of others and to help each other. We saw that children helped each other in their play and also when tidying away resources. This meant that children were developing an awareness of others and how to be responsible.

The service had worked to meet children's health needs. Daily outdoor play created opportunities to access fresh air and exercise and promoted an active lifestyle. We suggested that the service keep the door open to allow children to enjoy free flow play between indoors and outdoors. We will check the progress of this at the next inspection.

A recommendation was made at the last inspection that staff evidence how children's interests and suggestions have influenced the daily programme. We saw that staff had started to do this through photographs and by asking what their favourite story or song was.

A recommendation was made at the last inspection that the service further develop each child's care plan and formally review it with parents at least once in every six months or when there is a change to health, wellbeing or safety needs. We could see the forms had been reviewed and updated to contain more information on each child.

Observing the children during snack time and assessing how the morning ran, we identified the following:

- Children's activities were interrupted to tidy up for snack.
- Children were not given the opportunity to be independent during snack time.
- Staff didn't have the time to sit with the children as they were too driven but serving the children drinks and food.

We observed that the children's play was interrupted, quite early in the session, to tidy up the room. We had a discussion with the playleader about the benefits of children being able to continue their play without it being interrupted. Staff did not sit with the children during snack which meant there was missed opportunities for meaningful discussions with the children. We suggested that they should introduce a snack where the children can take part in preparing the food on offer, and enable them to help themselves to promote their independence. (See recommendation one.)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To enable children the opportunity to increase their independence and learn good social skills associated with mealtimes, we recommend that the service review the snack procedure and consider how the session is run. National Care Standards Early Education and Childcare up to the age of 16:
Standard 3: Health and Wellbeing.

Grade: 4 - good

Quality of environment

Findings from the inspection

Staff made children aware of safety and talked to them about how to keep themselves safe when playing. For example, one member of staff talked to a child about how to use the climbing frame and slide in a safe way.

We found that the environment was bright, well ventilated and welcoming to children. Children appeared comfortable in the environment and were involved in purposeful play throughout the session. They moved freely from one area to another according to their interests.

There were spaces where children could play together and also spaces where children could play alone or relax. Staff made use of cushions to create an area where children could sit to read books and also used these for story time.

Children's physical wellbeing was promoted through the use of active play resources. We saw children made use of the climbing frame and ride on toys such as cars and scooters. This helped to keep children active and promoted development of their gross motor skills.

The playgroup had access to an outdoor garden directly off the hall. Staff told us they had plans to develop the outdoor area to include more natural resources. We agreed that this would be a positive development which would extend the children's learning and experience. The service should refer to the 'My World Outdoors' document to address this. We will check the development of this at the next inspection.

We suggested to allow parents to see what activities their child were taking part in, the playgroup should have the photo album displayed during every session.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

We found the staff to be trained, motivated and professional. Interactions with children and parents were kind and responsive. Children approached staff for help and reassurance throughout the session which demonstrated that they had developed trusting relationships.

We observed interactions between staff and parents and saw that they were friendly and positive. Staff passed on information about each child's time at the playgroup that day and gave parents and carers the opportunity to ask questions.

All parents who returned our care standards questionnaires strongly agreed that they were confident that staff had the skills and experience to care for their child and support their learning and development.

We made a recommendation at the last inspection that in order to effectively safeguard and protect children all staff should have a clear understanding of their role, best practice and the service's child protection policy. Staff have now attended training in child protection and were able to tell us the procedure they would follow.

We made a recommendation at the last inspection that the provider ensure that staff have regular and ongoing training opportunities to enable them to remain up to date with current best practice. Staff told us the training opportunities they had attended to meet this recommendation.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We found that the service had improved their quality assurance systems in relation to this quality statement.

The playgroup was run by a committee and held regular meetings throughout the year as well as an annual general meeting. Parents were welcome to attend these to find out about the direction of the playgroup and to share their comments. The minutes of these meetings were displayed in the entryway which meant that parents who were unable to attend could keep informed.

The service provided opportunities for parents to provide meaningful feedback. These included formal opportunities such as attending committee meetings and completing questionnaires as well as informal chats with staff in the service.

The playleader worked with the staff and children during each session and was therefore able to carry out some informal monitoring of staff practice. We saw that this process had been used to influence staff supervision and to identify areas for improvement in practice. Annual appraisals were in place for all staff which supported this process of supervision and review.

Staff had regular team meetings to discuss matters affecting the playgroup. Individual children's development needs and how they could best support them were discussed. This good practice meant that staff were using team meetings to reflect on the running of the service and the children's experience in order to evaluate and plan for improvements.

At the last inspection we made a recommendation that in order to support continuous improvement in the service, staff should take time to evaluate their work and outcomes for children in line with best practice

documents and guidelines. All staff had now been involved in identifying improvements within the playgroup through the use of the 'Building the Ambition' document. In addition an improvement plan had been developed and we could see the improved experiences for the children.

We made a recommendation at the last inspection that the service should display their current Care Inspectorate registration certificate at all times so that parents can examine it if they wish. This had now been done.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

We recommend that staff evidence how children's interests and suggestions have influenced the daily programme and use this and other relevant information when planning for the next steps in children's learning. This should incorporate their evaluation process.

National Care Standards Early Education and Childcare up to the age of 16

Standard 5 - Quality of Experience

Standard 14 - Well-managed service.

This recommendation was made on 8 December 2015.

Action taken on previous recommendation

This recommendiaon is ongoing.

Recommendation 2

In order to do this the service should further develop each child's care plan and formally review it with parents at least once in every six months or when there is a change to health, wellbeing or safety needs.

National Care Standards Early Education and Childcare up to the age of 16.

Standard 14 - Well Managed Service

Standard 3 - Health and Wellbeing.

This recommendation was made on 8 December 2015.

Action taken on previous recommendation

This recommendation has been met. The service have reviwed all care plans with the involvement of parents.

Recommendation 3

Children's bathroom facilities should promote best practice in infection prevention and control. In order to achieve this the service should replace the current bin with one that does not require the children to touch the lid to dispose of paper towels and repairs should be made to the bathroom flooring where necessary.

National Care Standards Early Education and Childcare up to the age of 16

Standard 2 - A safe environment.

This recommendation was made on 8 December 2015.

Action taken on previous recommendation

This recommendation has been met. the bin has been replaced and the floor has been fixed.

Recommendation 4

Children should have access to a full range of resources to support their play, learning and development opportunities. This should include access to water, sand and messy play opportunities.

National Care Standards Early Education and Childcare up to the age of 16

Standard 11 - Access to resources

Standard 5 - Quality of Experience.

This recommendation was made on 8 December 2015.

Action taken on previous recommendation

This recommendation has been met. Sand, water and messy play is now avaiavle for the children at every session.

Recommendation 5

In order to effectively safeguard and protect children all staff should have a clear understanding of their role, best practice and the service's child protection policy. Staff should revisit this area of training as a priority and source training to support this area of practice.

National Care Standards Early Education and Childcare up to the age of 16

Standard 3 Health and Wellbeing.

This recommendation was made on 8 December 2015.

Action taken on previous recommendation

This recommendation has been met. Staff are clear on the procedure to follow and have attended training on child protection.

Recommendation 6

We recommend that the provider ensure that staff have regular and ongoing training opportunities to enable them to remain up to date with current and best practice in the field of childcare and allow them to fulfil their training requirements of the SSSC.

National Care Standards Early Education and Childcare up to the age of 16
Standard 12- Confidence in Staff.

This recommendation was made on 8 December 2015.

Action taken on previous recommendation

This recommendation has been met. Staff confirmed they have attended various training course to allow them to fulfil their training requirements.

Recommendation 7

In order to support continuous improvement in the service, staff should take time to evaluate their work and outcomes for children in line with best practice documents and guidelines. Areas for improvement could then be identified which allow staff to develop their leadership skills.

National Care Standards Early Education and childcare up to the age of 16
Standard 13 - Improving the Service.

This recommendation was made on 8 December 2015.

Action taken on previous recommendation

This recommendation has been met. All staff had now been involved in identifying improvements within the playgroup through the use of the 'Building the Ambition' document. An improvement plan had been developed and we could see the improved experiences for the children.

Recommendation 8

Monitoring and evaluation of children's experiences should form a key part of quality assurance processes in order to improve outcomes for children. In order to achieve this the service should use their 'action plan' tool to develop an improvement plan that includes children's experiences within the service.

National Care Standards Early Education and Childcare up to the age of 16
Standard 13 - Improving the Service
Standard 14 - Well-managed service.

This recommendation was made on 8 December 2015.

Action taken on previous recommendation

This recommendation has been met. An action plan is now in place.

Recommendation 9

The service should display their current Care Inspectorate registration certificate at all times so that parents can examine it if they wish.

Nation Care Standards Early Education and Childcare up to the age of 16
Standard 14 - Well-managed service.

This recommendation was made on 8 December 2015.

Action taken on previous recommendation

This recommendation has been met. The certificate is now displayed.

Recommendation 10

In order to measure and improve the quality of care provided, the provider should develop and implement effective audit processes within the service. Where appropriate these should involve service users and be used to support continuous improvement within the service.

National Care Standards Early Education and Childcare up to the age of 16

Standard 13 - Improving the Service

Standard 14 - Well-managed service.

This recommendation was made on 8 December 2015.

Action taken on previous recommendation

This recommendation has been partially met. Questionnaires are now in place for parents to provide feedback and we gave the service some suggestions on how to audit other areas of the playgroup.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
21 Oct 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
28 Oct 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate

Date	Type	Gradings	
		Management and leadership	3 - Adequate
29 Nov 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 3 - Adequate
30 Nov 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
26 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed Not assessed
8 Dec 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
17 Sep 2008	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 3 - Adequate 3 - Adequate 2 - Weak

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